

**LOCATION: VERSION:**



**DOCUMENT NUMBER:**

**DOCUMENT TITLE:**

**DOCUMENT NOTES:**

**DOC TYPE: STATUS:**

**EFFECTIVE DATE: NEXT REVIEW DATE:**

**RELEASE DATE: EXPIRATION DATE:**

**AUTHOR: PREVIOUS NUMBER:**

**OWNER: CHANGE NUMBER:**

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|  | **WAM Connection Resolution Guide**(User Level) |

1. What is the message or indication of WAM connection issue?

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| --- | --- | --- |
| Situation/Observations | Possible Cause | Action |
| * All specimens will be Unregistered.
 | Communication between host (LIS) | 1. Contact KP ServiceNow at 8-395-1143, or |
| * Specimens will not have
 | and Sysmex WAM for orders and | 1-844-563-4357. |
| demographics* Orders are not recognized
 | results (interface connection) is interrupted. | * Provide location WAM site (site A, B, etc) and instrument serial number
 |
| * Message "Has lost connection. TCP/IP
 |   | * Mention the message/s observed. Be
 |
| unable to establish connection" visible |   | specific as possible. |
| on the instruments. |   | * Communicate what is not working, as
 |
| * Rules are not working
 |   | applicable (XN ? WAM? Slidemaker?) |
| * Are slides being made?
 |   | * Mention that it is a patient care issue.
 |
| * Note if issue is isolated to Sysmex and
 |   | * KP HelpDesk will ask a number of
 |
| the following are working as expected: |   | troubleshooting steps, possibly |
| Cerner, other middleware (i.e., UA, Remisol, DI, etc) |   | including restarting the analyzer.* Ask ticket to be assigned to: ASG CDAS
 |
|   |   | LAB SPECIALTY APPS |
| Upon loading specimen, message saying | Communication between host (LIS) | Log off user at inactive workstations. |
| "License is expired" came up on WAM | and Sysmex WAM for orders and | If logging off inactive workstations, doesn’t |
| and/or instrument | results (interface connection) is | resolve the issue, call ServiceNow, and mention |
|   | interrupted. | the message |
|   | Number of active licenses have exceeded limit of 47. |   |

1. After ServiceNow ticket assignee calls Sysmex TAC, TAC will work with ASG CDAS LAB SPECIALTY APPS for determination of issue extent and start resolution and recovery:
2. What is Sysmex WAM’s finding?
3. Sysmex WAM First level and/or Second level support will call back lab user.
4. Based on Sysmex WAM’s initial finding, TAC will call lab user with the info received and resolution and recovery steps.

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|  | **WAM Connection Resolution Guide**(User Level) |

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| Suspected Cause | Possible Owner/Attribution | Action |
| WAM Server Issue on Sysmex WAM side | WAM Support | Work with WAM TAC Support to fulfill the incident ticket resolution |
| WAM Server Issue on KPCerner LIS issue | WAM Support + TCS (+ASG CDAS LAB SPECIALTY APPS if needed) | Relay information to SN; ask ticket to be assigned to possible owner group. |
| WAM Support + TCS (+ASG CDAS LAB SPECIALTY APPS if needed + Cerner NonIT | Relay information to SN; ask ticket to be assigned to possible owner group. |
|   |   |

4. Continue to work with Sysmex TAC to bring the analyzer system up. On notification of issue resolution, re-logged in samples for download to WAM. Keep INC# and REF# on record for possible follow up.

*Regional Parent Document Reference Number: SCPMG-PPP-0565 Rev: 01*

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